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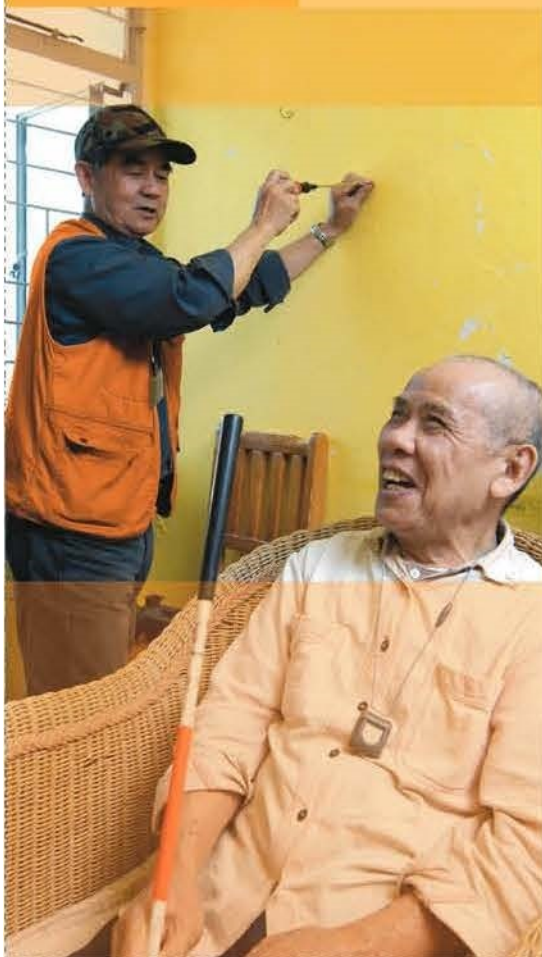
綜合家居照顧服務

Integrated Home Care Services



社會福利署
Social Welfare Department

為了實踐「老有所屬」及「持續照顧」的施政方針，社會福利署（社署）於2003年4月1日，提升全港138隊家務助理隊為60隊以機構及地區為本的綜合家居照顧服務隊。綜合家居照顧服務隊進一步提升支援、照顧和復康服務，以滿足有需要人士在家中安老的意願。



To achieve the policy objectives of “Ageing in Place” and “Continuum of Care”, 138 Home Help Teams have been upgraded to 60 Agency and District-based Integrated Home Care Services (IHCS) Teams by the Social Welfare Department (SWD) with effect from 1 April 2003. The IHCS Teams provide enhanced support, care and rehabilitation services to enable people with service needs to continue living in the community.



服務對象

- 年滿60歲或以上在社區內居住的長者
- 殘疾人士
- 有社會需要的個人及家庭

Target Groups

- Elderly persons aged 60 or above living in the community
- People with disabilities
- Individual and families with social need

個案類別

因應服務對象的不同需要，綜合家居照顧服務隊會提供服務予兩類的服務個案：

- 體弱個案：
 - 體弱長者：經安老服務統一評估機制評定為身體機能達中度或嚴重程度缺損*、並需要一套周詳的家居照顧及社區支援服務的長者。
 - 殘疾人士[#]：需要一套周詳的家居照顧及社區支援服務的嚴重肢體傷殘人士。
- 普通個案：
 - 身體機能沒有或輕度程度缺損的個案
 - 獲優先考慮的個案包括個人及家庭支援系統薄弱的低收入人士、綜合家居照顧服務（普通個案）輪候申請人或已離開改善家居及社區照顧服務或綜合家居照顧服務（體弱個案）的服務使用者。

* 身體機能被評定為達中度或嚴重程度缺損的個案，如只需要個人照顧，簡單護理及 / 或其他支援服務（如家居服務、護送、膳食服務等），可安排使用綜合家居照顧服務（普通個案）。
由2014年3月1日起，綜合家居照顧服務（體弱個案）不再接受嚴重肢體傷殘人士的申請，有關人士可申請「嚴重殘疾人士家居照顧服務」。

Category of Cases

IHCS are classified into two categories according to the needs of the above target groups :

- **Frail Cases:**
 - Frail elderly persons: elderly persons assessed to be in the state of either moderate or severe level of impairment* by the Standardised Care Need Assessment Mechanism for Elderly Services and have the genuine need for a well-coordinated package of home care and community support services
 - People with disabilities#: persons with severe physical disabilities who have the genuine need for a well-coordinated package of home care and community support services
- **Ordinary Cases:**
 - **Service users who suffer from no to mild level of impairment or disability**
 - Priority will be given to individuals and families with no or poor support from friends or the community and are financially disadvantaged, applicants on the waiting lists of IHCS (Ordinary Cases) or discharged cases from Enhanced Home and Community Care Services or IHCS (Frail Cases).

* For elderly persons who are assessed to be in the state of either moderate or severe level of impairment but require only personal care, simple nursing care and/or other support service (e.g. general household or domestic duties, escort, meals delivery, etc.), IHCS (Ordinary Cases) should be arranged.

With effect from 1 March 2014, IHCS (Frail Cases) no longer accept applications from persons with severe physical disabilities. These persons may apply for Home Care Service for Persons with Severe Disabilities instead.

服務內容

- 向體弱個案所提供的服務包括：
 - 護理計劃
 - 個人照顧
 - 日間護理服務
 - 日間到戶看顧
 - 輔導服務
 - 家居環境安全評估及改善建議
 - 交通及護送服務
 - 基本及特別護理
 - 復康運動
 - 護老者支援服務
 - 暫託服務
 - 24小時緊急支援
 - 家居照顧及膳食服務
- 向普通個案所提供的服務包括：
 - 個人照顧
 - 照顧幼兒
 - 家居安全及健康評估服務
 - 膳食及洗衣服務
 - 其他服務 - 例如護老者支援服務等
 - 簡單護理
 - 護送服務
 - 日間到戶看顧
 - 購物及送遞服務

服務機構會因應長者的不同需要而訂定服務次數及性質。

Scope of Services

- The services provided to Frail Cases include :
 - Care management
 - Personal care
 - Day Care Services
 - Home respite service
 - Counselling Services
 - Environmental risk assessment and home modifications
 - Home-making and meals delivery services
 - Transportation and escort services
 - Basic and special nursing care
 - Rehabilitation exercises
 - Carer support services
 - Day respite service
 - 24-hour emergency support
- The services provided to Ordinary Cases include :
 - Personal care
 - General household or domestic duties
 - Child-minding
 - Environmental risk and health assessment
 - Purchase and delivery of daily necessities
 - Provision of meals and laundry service
 - Other services, e.g. carer services, etc.
 - Simple nursing care
 - Escort service
 - Home respite service

The scope and frequency of services will be designed according to the needs of elderly persons by the IHCS Teams.

服務選擇

為了鼓勵長者使用社區照顧服務，合資格的綜合家居照顧服務（體弱個案）申請人可以選擇輪候最多三個位於其居住地區的同類型服務 [包括綜合家居照顧服務（體弱個案）、改善家居及社區照顧服務]，惟選擇不分優次。

Community Care Services Preference

To encourage elderly persons to use community care services, applicants who are eligible for IHCS (Frail Cases) may indicate a maximum of 3 parallel preference for the matched community care services which are located within the service boundaries according to their residential addresses [include IHCS (Frail Cases), Enhanced Home and Community Care Services].

費用

收費或會每年作出調整，並按服務使用者的經濟情況而釐定。

Fees and Charges

They are based on a sliding scale with reference to service users' financial condition and may be revised annually.

綜合家居照顧服務

Integrated Home Care Services

查詢

- 綜合家庭服務中心 / 綜合服務中心
- 醫務社會服務部
- 長者地區中心 / 長者鄰舍中心 / 長者活動中心
- 康復服務單位(適用於普通個案)
- 社署熱線：2343 2255
- 各區綜合家居照顧服務隊的查詢電話及地址
可在社署網頁下載：<http://www.swd.gov.hk>

Enquiries

- Integrated Family Service Centres/ Integrated Services Centres
- Medical Social Services Units
- District Elderly Community Centres / Neighbourhood Elderly Centres / Social Centres for the Elderly
- Rehabilitation Services Units [applicable to IHCS(Ordinary Cases)]
- SWD Hotline : 2343 2255
- The list of all IHCS Teams can be download from SWD's website :
<http://www.swd.gov.hk>